

Jon Cano

Tampa, FL

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Professional Summary:

Dynamic, goal-driven learning & development professional with a proven track record of success in the design and delivery of cross-functional training and curriculum development. Expertise in the EPIC EMR system and collaborating with project management to rapidly and effectively train end-users across administrative and clinical environments. Skilled across domains including administrative and operational management, business development, public speaking, and building consensus through proactive stakeholder engagement.

Summary of Qualifications & Technical Skill Set:

- Instructional Design
- Classroom & Content Management
- Assessments & KPI Tracking
- Personnel Management
- Communication & Relationship Building
- Classroom & Virtual Instruction
- Curriculum Development
- Business Development & Sales
- Administrative & Operational Management
- Time Management & Prioritization

Word / Excel / PowerPoint / Outlook / Clericus / WebEx / ADDIE Model of Instructional Design / Internal, Industry Specific Learning, Data & Account Management Systems / Database Management / Data Analysis & Extraction / Operation & Troubleshooting of Standard Office & Instructional Equipment / Multi-Line Phone Systems / POS Systems / Social Media Platforms / Editing & Proofreading / Basic Spanish Fluency

Cumulative Experience:

Epic Consultant Baylor Scott & White Health: Stork Trainer, TX (2018 – Present) Montage Health, Stork and Long-Term Care Trainer, CA (2018) Bryan Health, ClinDoc Trainer, NE (2017 – 2018) Covenant Health, ClinDoc Trainer, NH (2017) Centura Health, ClinDoc and Stork Trainer, CO (2016 – 2017)	Multiple Locations, U.S.	2016 – Present
Office Manager – Thomas L. Cano, LLC	Woodland Hills, CA	2014 –2016
High School Science Teacher Science Teacher: Los Altos, Menlo-Atherton & Oceana High Schools (2011 – 2014) Substitute Teacher & Student Teacher at San Francisco State University (2008-2011)	San Francisco Bay Area, CA	2008 – 2014
Remarketing Supervisor– Enterprise	San Francisco, CA	1999 – 2007

- Increasing degree of instructional design, classroom and virtual instruction, analytical, and interpersonal abilities over tenure with regional and national leaders across multiple industries including healthcare, education, office administration, and sales
- Skilled in conducting Epic Systems' EMR end-user classroom training, including the development and customization of training materials in collaboration with the Principle Trainer or Course Designer, set-up & coordination of training classes, proficiency assessment, and class evaluation
- Routinely functions as a course designer, improving the effectiveness of the training through participant feedback and the changing needs of corporate partners, leading to a 94% overall learner satisfaction rate for recent participants
- Consistently provides at-the-elbow & Train the Trainer support for clinical end-users during both pre & post launch phases, technologically adept and quickly learns new and increasingly complex information
- Adept in the curriculum design and delivery of classroom-based presentations, workshops, and scientific modules from initial needs assessment to presentation and including lesson & activity planning, individualization for unique learning styles, classroom & time management, and the strategic analysis of assessment data and feedback to provide optimum learning content
- Proficient in the supervision, coaching & mentoring of departmental personnel, as well as the day-to-day operational management of service-based and administrative businesses
- Effectively communicates & collaborates across departmental and organizational levels / advanced interpersonal & public speaking abilities
- Rapidly resolves complex public-facing and operational challenges through proactive decision making and building strong relationships with internal and external stakeholders
- Intrinsically motivated to produce high-quality work with little oversight / comfortable in both in-house & remote environments

Education & Certifications:

Master of Arts: Information and Learning Technology - University of Colorado, Denver

Currently enrolled - eLearning design and implementation program

Bachelor of Arts: UC Berkeley - Physical Anthropology

Primatology, Biology, Organic Chemistry, Spanish, Animal Behavior, Ecology, Physics, Calculus

Epic Systems Certification: Inpatient Clinical Documentation / Epic Systems Certified Trainer / Analyst (Inpatient)

Teaching Credential, San Francisco State Univ. - Biology, Physics, and Adult education, Students 6-12, and ELL

References Upon Request